

# Multi-Year Accessibility Plan

## General Requirements

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.1 Every obligation organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	Policies established	Compliant	1-Feb-14
4	Accessibility Plans	4.1 Large Organizations Shall: a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; c) Review and update the accessibility plan at least once every 5 years.		Compliant	1-Feb-14
7	Training	7.1 Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to: a) All persons who are an employee of, or a volunteer with, the organization; b) All persons who participate in developing the organization's policies;	Training delivered to all Hays Specialist Recruitment Canada Inc. "HAYS" employees.	Compliant	1-Feb-14

## Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.1 Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support, upon request.	Policy put in place under "Accessibility Policy"	Compliant	1-Feb-14
12	Accessible formats and communication supports	12.1 Except as otherwise provided, every obligation organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. a) In a timely manner that takes into account the person's accessibility needs due to disability. b) At a cost that is no more than the regular cost charged to other persons.	Policy put in place under "Accessibility Policy"	Compliant	1-Feb-14
		12.2 The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication supports.	Policy put in place under "Accessibility Policy"  Training delivered to all existing and to new employees on an ongoing basis	Compliant	1-Feb-14

		12.3 Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	As per the Accessibility Policy, Hays will provide or arrange for communication in accessible formats upon request.	Compliant	1-Feb-14
13	Emergency Procedure, Plans or Public Safety Information	13.1 In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency procedures and plans are readily available can be accessed by the public, upon request.	Compliant	1-Jan-16
14	Accessible websites and web content	14.2 Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	WCAG 2.0 Level A  WCAG 2.0 Level AA	Compliant  Compliant	1-Jan-14 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.  1-Jan-21 All internet websites and web content must conform with WCAG 2.0 Level AA, other than,  Success criteria 1.2.4 Captions (Live)

## Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment, general	22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Verbiage included in job description and online application form	Compliant	1-Mar-16
23	Recruitment, assessment or selection process	23.1 During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.	Assessments and job-based technical questions	Compliant	1-Jan-16
23		23.2 If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	2. Training delivered on how to consult and provide suitable accommodation as part of the IAS Manager Program.	Compliant	1-Jan-16
24	Notice to successful applicants	24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	As a committee, we will identify options for notifying successful applicants of our policies for	Compliant	1-Jan-16

			accommodating employees with disabilities.		
25	Informing employees of supports	25.1 Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	As a committee, we will determine an appropriate way in which to inform employees of our policies to support our employees with disabilities.	Compliant	1-Jan-16
		25.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	As a committee, we will ensure the required information will be provided as directed.	Compliant	1-Jan-16
		25.3 Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	As a committee, we will ensure processes are in place for when changes occur in existing policies regarding the provision of job accommodations, of notifying our employees.	Compliant	1-Jan-16
26	Accessible formats and communication supports for employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:  a) Information that is needed in order to perform the employee's job;  b) Information that is generally available to employees in the workplace.	As a committee, we will ensure that a process is in place for employees who require accessible formats and communication supports regarding their job and/or general workplace information.	Compliant	1-Jan-16
		26.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	As a committee, we will ensure that employees who request accommodation will receive a consultation	Compliant	1-Jan-16
27	Workplace emergency response information	27.1 Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	The Emergency Information Worksheet will be referenced.	Compliant	1-Jan-12
		27.2 If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	The Emergency Information Worksheet will be referenced.	Compliant	1-Jan-12
		27.3 Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Information will be provided as directed.	Compliant	1-Jan-12
		27.4 Every employer shall review the individualized workplace emergency response information:  a) When the employee moves to a different location in the organization;	Process in place.	Compliant	1-Jan-12

		<p>b) When the employee's overall accommodations needs or plans are reviewed;</p> <p>c) When the employer reviews its general emergency response policies.</p>			
28	Documented individual accommodation plans	<p>28.1 Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	The HAYS Employee Accommodation Guideline will be referenced.	Compliant	1-Jan-16
		<p>28.2 The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability</li> </ol>	The HAYS Employee Accommodation Guideline incorporates the elements required and will be referred to when developing documented individual accommodation plans.	Compliant	1-Jan-16
		<p>28.3 Individual accommodation plans shall:</p> <ol style="list-style-type: none"> <li>a) If requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</li> <li>b) If required, include individualized workplace emergency response information, as described in section 27;</li> <li>c) Identify any other accommodation that is to be provided.</li> </ol>	The HAYS Employee Accommodation Guideline incorporates the elements required and will be referred to when developing documented individual accommodation plans.	Compliant	1-Jan-16
29	Return to work process	<p>29.1 Every employer, other than an employer that is a small organization:</p> <ol style="list-style-type: none"> <li>a) Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</li> <li>b) Shall document the process.</li> </ol>	The Return to Work plan (Health & Safety) will be referenced.	Compliant	1-Feb-17
		<p>29.2 The return to work process shall:</p> <ol style="list-style-type: none"> <li>a) Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</li> </ol>	<p>A: Refer to Return to Work Plan</p> <p>B: Emergency Information Worksheet</p>	Compliant	1-Feb-17

		b) Use individual documented accommodation plans, as described in section 28, as part of the process.			
		29.3 The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	Return to work process already in place.	Compliant	1-Feb-17
30	Performance management	30.1 An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Refer to IAS Policy	Compliant	1-Jan-16
31	Career Development & Advancement	31.1 An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Refer to IAS Policy	Compliant	1-Jan-16
32	Redeployment	32.1 An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Refer to IAS Policy	Compliant	1-Jan-16